KYLE POLLOCK

KNOWLEDGE BASE MANAGER, TECHNICAL WRITER, and DEVELOPER EDUCATOR

EDUCATION

BACHELOR OF ARTS IN PROFESSIONAL WRITING
MICHIGAN STATE UNIVERSITY
East Lansing, MI, 2012

CONTINUING EDUCATION

FULL STACK WEB DEVELOPMENT PROGRAM (Backend and Frontend Development)
KICKSTART CODING
Oakland, CA, 2019

TECHNICAL WRITING SKILLS

Technical Content Audit and Analysis:
Audience engagement analysis, team member interviews, content competitive analysis, content evaluation, customer focus approach

Technical Content Strategy and Planning:
Requirements analysis, content information architecture plan, content mapping, process and workflow for content production, process planning to prioritize time, content management system, technical content migration plan, engaging stakeholders to develop curious questions, planning for end users in mind and users need

Technical Content Creation: technical writing, prioritize time to work independently, content collaborating, content quality assurance,

Technical Content Maintenance: Periodic auditing to suggest improvements, success metrics identification and analysis, iteration, prioritize time for customer focus feedback,

CONTACT

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PROFILE

8+ years of developing a brand voice and strategy on platforms using developer technology tools and building engaging digital experiences. Constructs UX content strategy, selects optimized CMS, collaborates with information architects, and authors content and guidelines. Solves challenging problems, and shapes meaningful customer experiences to drive business growth.

TECHNICAL SKILLS

Documentation: Postman, technical documents, technical writing, Git, Github, changelogs and release notes, Discourse.org, content infrastructure, user manuals and reports

Web App Development: HTML, CSS, Javascript,, REST API, PYTHON, MERN, NODE.JS, DJANGO, CLI, GUI, SQL, MySQL, UI Design, XML, jQuery, Markdown, UX/UI testing, SharePoint

Digital Marketing: Email marketing, Website analytics, Salesforce form integrations, Campaign Monitor integration with salesforce.com, campaign CRM tracking & monitoring, SEO

Content Writing: Content guidelines, brand strategies, web FAQs, blogs, Microsoft O365, Outlook

Visual Asset Production: Adobe Illustrator, Photoshop, Indesign, Sketch, Principle, Figma

EXPERIENCE

Rapyd (rapyd.com)| *FinTech As a Service Company*
DevRel Specialist| SF, CA | 06/2023 – Present
- Hosted live events and presented live API demos in Python on a monthly basis for developers
- Produced near 100 videos for fintech developers for tutorials on connecting with the API
- Oversaw community content on community.rapyd.net and helped grow from 0 to 50K users

Technical Writer | SF, CA | 01/2021 – 05/2023
- Managed the changelog editing and approval process to convey technical features to clients as Rapyd, a multiple billion dollar company grew from 150 to over 800 employees
- Wrote product documentation for each new feature release as the sole managing writer
- Helped onboard an additional technical writer and provided process and systems training

Synapse (synapsefi.com)| *FinTech Banking Services Company*
Knowledge Base Manager | SF, CA | 11/2019 – 7/2020
- Managed the changelog editing and approval process to convey technical features to clients in a clear, concise fashion as the company grew from 100 to over 170 employees
- Oversaw Knowledge Management to produce API documentation for customers and client engineers with assisting user guides, FAQs, tutorials, and release notes for over 17 products

MobilizeLove.org| Web App | *Social Outreach Services for Children and Youth*
Web App Manager | Content Strategist and UX Writer | SF, CA | 06/2019 – 11/2019
- Led technical content development for salesforce integrations using HTML, CSS & JavaScript

San Francisco City Impact (SFCityImpact.com) | Web App | *Social Services in Tenderloin District*
Communications Manager | Content Strategist and UX Writer | SF, CA | 09/2014 – 05/2019
- Oversaw branding and communications for sponsorship avenues with revenue of $1M
- Wrote all technical content websites, and salesforce integrations for an audience of 25K+

Bank of the West (bankofthewest.com) | *US Financial Service Company*
Technical Writer | UX Content Strategist | SF, CA | 03/2013 – 09/2014
- Developed digital technical content for critical business initiatives to over 600 bank offices
- Built technical content and managed SharePoint websites viewed by over 10,000 employees

Michipreneur.com | *Online publication for Michigan's Startup Community*
Journalist | Detroit, MI | 10/12 – 08/13
- Interviewed entrepreneurs to develop creative content and stories on entrepreneurship

MSUrecycling.com + MSUsurplusstore.com | *Michigan State University Recycling/Surplus Store*
Frontend Web App Developer | Creative Writer | East Lansing, MI | 06/2012 – 11/2012
- Built and designed frontend of the Recycling Center website and wrote technical content

COMMUNITY INVOLVEMENT AND OUTREACH
- **Inner Heart Healing Certification,** Certified Facilitator, SF CA — June 2021 – Present
- **International Fellowship of Chaplains,** Chaplain Certification, Houston, TX. — August 2023
- **Mobilize Love**, Web App and Writing Coordinator, SF, CA — July 2019
- **Michigan State University**, SF Bay Area Alumni Volunteer, SF, CA — October 2019
- **San Francisco City Impact**, Meal Delivery Volunteer, SF, CA — January 2013 – August 2018
- **Eagle Scout Merit Award**, BSA Troop 160, Orchard Lake, MI — January 2008